

Amendments to the Drawings

Fig. 1 has been amended to add labels to unlabeled elements 100, 102, 104, 106, 108.

Elements 100, 102 and 104 have been labeled “user terminal” (see p. 5, line 21). Element 106 has been labeled “Audio Conference System” (see p. 5, lines 19-20). Element 108 has been labeled “monitoring element” (see p. 5, line 32).

Fig. 2 has been amended to add the label “Audio Conference System” (see p. 5, lines 19-20) to unlabeled element 106.

Fig. 3 has been amended to change the location of “FIGURE 3”.

Fig. 4 has been amended to add labels to unlabeled elements 402, 404, 406, 408, 410, and 412. Elements 402 through 406 have been labeled “user terminal” (see p. 11, line 10). Element 408 has been labeled “IP Network” (see p. 11, line 11). Element 410 has been labeled “foreground voice channel” (see p. 11, line 14). Element 412 has been labeled “background voice channel” (see p. 11, line 15).

REMARKS

Applicants respectfully request reconsideration of the present application in view of the foregoing amendments and in view of the reasons that follow.

Claims 1, 6, 9, 11, 13, 18, 21 and 25 are currently being amended.

This amendment adds, changes and/or deletes claims in this application. A detailed listing of all claims that are, or were, in the application, irrespective of whether the claim(s) remain under examination in the application, is presented, with an appropriate defined status identifier.

After amending the claims as set forth above, claims 1-25 are now pending in this application.

Objections to the Drawings

The Office Action objected to Figures 1, 2 and 4 for having unlabeled elements. Appropriate replacement sheets are provided herewith. Changes are explained in the section of this response entitled "Amendments to the Drawings". Figure 3 has been amended to change the location of the figure number.

Claims 1-25 are Patentable

The Office Action rejected claims 1-25 under 35 U.S.C. § 102(e) over Elazar, U.S. Pat. No. 6,959,079. The rejections are respectfully traversed.

The present application is distinctly different from the system taught by Elazar. Elazar describes a call center system for call "monitoring", where "monitoring" means monitoring by a human being. Customers call the call center and interact with agents (human beings) who may or may not be good at their jobs. The system of Elazar makes decisions about which calls to monitor, such that the performance of the agents can be evaluated.

In contrast, embodiments of the present application are directed to conference call situations, where one or more parties may be involved in different sub-calls, and need to be informed about activities in their calls. Various communication channels carrying the calls are evaluated automatically for the occurrence of certain features, which are then used to make decisions about which users the call should be switched to, or which users need to be alerted.

Although Applicants respectfully submit that these purposes are different, Applicants have amended the independent claims to include the subject matter that the apparatus of claims 1 and 25 are configured to switch the identified channel to the user terminal in response to the identification of a predeterminable event (or the corresponding method subject matter for claim 13). This subject matter is not taught or disclosed by Elazar, since the agent terminals are already connected to their calls.

Applicants further note that claims with a similar feature reading "*the routing element (106) being arranged, in response to a predeterminable event being detected, to switch that voice channel to the user terminal (100)*" were found to be allowable in the related European Application. A copy of the allowed claims is attached.

Amendments to claims 6, 9, 18 and 21 as well as amendments to claims 1, 13 and 25 not expressly discussed above are made to correct informalities or a lack of antecedent basis and not for reasons related to patentability.

Applicants believe that the present application is now in condition for allowance. Favorable reconsideration of the application as amended is respectfully requested.

The Examiner is invited to contact the undersigned by telephone if it is felt that a telephone interview would advance the prosecution of the present application.

At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 C.F.R. § 1.25. Additionally, charge any fees to Deposit Account 08-2025 under 37 C.F.R. § 1.16 through § 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees.

Respectfully submitted,

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By 

Customer Number: 22879
Telephone: (202) 295-4618
Facsimile: (202) 672-5399

William T. Ellis
Attorney for Applicants
Registration No. 26,874

Matthew A. Smith
Attorney for Applicants
Registration No. 49,003